FSSI Office Supplies II Compatible and Remanufactured Toners

AS part of the FSSI commitment to sustainable and green practices, the follow reference has been developed to provide customers information on the compatible and remanufactured toners and related warranties and services provided by FSSI OS2 vendors.

This reference includes:

- 1. The brands of remanufactured and compatible cartridges each vendor carries
- 2. The OEM cartridge brands that each vendor's remanufactured and compatible cartridges can replace
- 3. Vendor warranties
- 4. Manufacturer warranties
- 5. ISO standards

In summary:

- **OEM Brands Substituted.** Major brands like Brother, Cannon, Dell, Epson, IBM, HP, Lexmark, and Pitney Bowes are carried by most vendors
- Reman and Compatible Brand Selection. Some vendors, like Office Depot, New York Inkjet,
 Metro Office Supplies, and Document Imaging Dimensions have focused on providing only a few brands of remanufactured and compatible cartridges; others have a wider selection
- Warranty. Vendors typically offer the manufacturer's warranty, which is a one year money-back guarantee on the cartridge as well as an offer to reimburse repair or replacement of any printer that's damaged by a remanufactured or compatible cartridge
 - Some vendors, such as New York Inkjet, Office Depot, and Shelby Distributions offered on-site maintenance within 24 hours
 - Document Imaging Dimensions offers a printer maintenance program with the purchase of select toners
- **ISO Standards.** Remanufactured ink and toner cartridges are generally given certification from the International Organization for Standardization (ISO) for the quality of their processes. Cartridges are eligible for ISO 9001:2008, which is certification for quality management, and ISO 14001:2004, which is certification for environmental sustainability. Most manufacturers have ISO 9001:2000 certification while only a few are ISO 14001:2004 certified.

For more information on available compatible and remanufactured toner products, please contact the specific vendors or visit their websites.

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Compatible and Remanufactured Toners

REMANUFACTURED AND COMPATIBLE TONER INFORMATION BY VENDOR

			OEM Cartridge Brands that Can Be Substituted																		
Vendor	Reman/Compatible Ink and Toner Brands	Vendor Warranty	Apple	Brothe	Canor	, Dell (ioson 4	8 8	su to	gg/	nica Ni	notta ocera	Aita Amark	idata par	lafat Par	lasonic Pitney	Bone	s Sansun	b avin Shar	Source	c Tech Toshiba Toshiba
	AbilityOne/SkilCraft, ASE, Clover, Expression, Media Sciences,	one year warranty, offering full refund; offers																			
ASE Direct	Premium, West Point Products, Xerox	recycling program for cartridges;	Х	. X	()	x x	Х	Х			Χ	Χ	Χ		Χ	Х	(X	Х		(
Capitol Supply Cartridge Savers	Elite Image, Guy Brown, Imation, Katun, MediaSciences, Micromicr, Rhinotek, Tallygenicom, V7, Westpoint, Xerox Cartridge Savers, MSE, Clover/CTG, Threshold/AbilityOne	Brands are covered by manufacturer's warranty	x x	: x			X			Х	Х	X	Х		Х	хх		х х	X		X
Document Imaging		,																			
Dimensions	MSE, Clover, IPW, Xerox	1 year return policy (unopened and defective)	Х	. x	()	X	Х					Х			Х				Х		Х
EZ Print Supplies	Cardinal Cartridge, Unitone Imaging, Imaging Group, Elite Image, CTG & Premier, Tri-Industries, Verbatim, EZ Print Supplies Imaging Systems, Media Sciences, NIB/NISH, Premier, Skilcraft/Media Sciences, MSE, Printer Essentials, Expression,	One year warranty, offering replacement; reimburse costs to repair machine; 3-year overnight replacement; machine repair or	X			x x							Х	Х	Х	x x	()	x x	Х	<u>x x</u>	<u>(X </u>
Imaging Systems	Xerox, Premier, Clover, Marathon, Rhinotek	replacement, next business day on-site;		X	()	X X	X		Х	X		X				Х				,	<u> </u>
Independent Stationers																					
Metro Office		Replaces defective print cartridges within 24 hours;																			
Products	Elite Image	Reimburse any repair bill		×	()	x	Х														
New York Inkjet	Expression	On-site service within 24-hours; defective toners fully refunded; New York InkJet replaces any irreparable machines due to compatible toners One year, no-risk guarantee on performance and page yield. On-site technician available 8 AM - 8		Х	()	x	Х	х			Х	х	х		Х	×	()	x	Х		X
Office Depot	Clover, Image Projections West	PM	Х	. x	()	x	х	Х				Х		Х		Х				х	Х
Shelby Distributions		Six month maintenance; On-site service within 24- 48 hours for defective cartridges; replacement or refund for defective cartridges	х х					Х		Х			Х			х х	()	x x	Х)	« х
Sita Business	Young, DataProducts, Image Excellence, imation, InfoPrint																				
Systems	Solutions Company, Innovera, Katun, NCR, Troy	Brands are covered by manufacturer's warranty	Claimed to reman and compatibles for all OEM brands																		
Staples	Sustainable earth Brand, Diversity Products Solutions, Staples brand, Lexmark compatibles, AbilityOne, Xerox compatibles, Data Products, Innovera, Veteran Imaging	Manufacturer warranty on most brands; Staples brand will reimburse for the cost of any repairs due to defective toners; Staples follows ISO 9001 and ISO 14001		: ×	(Х	Х				Х			Х	X		x	х		X
Stephens Office Supply	AbilityOne, Business Source, Color Laboratories, Data Products, Elite Image, Gbrown, Gestetner, IBM, Image Excellence, IMAK, Imation, Innovera, Katun, Lanier, Legacy, Matrix, Media Sciences, MicroMicr, Muratek, NCR, NEC, Nukote, PM Company, Printronix, Risograph, Royal Copystar, Savin, TallyGenicom, Trend, Troy, Value Plus, Verbatim			Х	(X	X	Х	Х	X	X		X	x x	()	x	Х	,	<
Wecsys	Xerox		Х				Χ					Χ									

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REMANUFACTURED AND COMPATIBLE TONER INFORMATION BY MANUFACTURER

Reman/Comp Manufacturer	Warranty	ISO
Digitek Expression	100% money-back guarantee; reimburse cost of repair	9002
Clover Technology Group	one year warranty, reimburses cost of repair	9001 and 14001
	Replacement for defective cartridges; reimburse printer	
Xerox Replacement Cartridges	repair costs due to defective cartridges	9001 and 14001
	Four hour response from technician in metro areas; 24-	
	hour technician response in out-lying areas; repair or	
Sita	replace machines broken by toner cartridges	9001
	Replace any defective printer cartridges; replace or	
Cardinal Cartridges	purchase any printer with damages due to cartridges	
Elite Image Products	Cover costs to repair machines	9001
Staples Brands	One year warranty to cover costs to repair machine	9001 and 14001
	Next day replacement available; same-day response from	
SkilCraft	technician	
	One year warranty, offers replacement of defective	
Unitone	cartridge; reimburses repairs to printers	
	Replace or refund defective cartridge; reimburse cost of	
Verbatim	repair	
IPW		9001
MSE		9001 and 14001